

Workforce Technology Systems RM6387

Framework Lot Overview

This document provides guidance on navigating the Workforce Technology Systems framework and how to identify the relevant Lots, products, services, routes to market, and suppliers.

As this framework has been procured under the Procurement Act 2023 as an Open Procedure, we will be updating this document for each new category that is brought to the appropriate Lot, when and where relevant.

The framework agreement for the procurement of workforce technology systems and associated services is arranged over four Lots:

- **Lot 1: Workforce Technology Systems** (Original equipment manufacturers, software development, and applications)
- **Lot 2: Services for Integration, Deployment, and Interoperability** (system training, implementation, agnostic interoperability, reporting, and analytics)
- **Lot 3: Professional Services and Consultancy** (gap analysis, specification design, project management, benefits realisation and change management)
- **Lot 4: Overlay, User Experience, and Support** (user interface platforms, support services, ticketing, system harmonisation)

Routes to market

Contracting Authorities can procure services via:

- A competitive selection process (Further Competition)
- Desktop evaluation
- Direct Award

Mandatory and minimum requirements

All suppliers must meet the following core compliance requirements:

- Provide clear documentation outlining their business capabilities in relation to the selected Lot(s).
- Demonstrate compliance with interoperability standards, ensuring integration with in-situ systems where necessary.
- Adhere to minimum standards for security, data protection, and governance.
- Submit detailed features and benefits, including costs and rate cards for services and licensing models, ensuring transparency in pricing.

Overview of each Lot

Lot 1: Workforce Technology Systems

- Delivery of off-the-shelf workforce management software and applications.
- Development of custom workforce technology solutions.
- Integration with existing NHS infrastructure and standardised data flows.
- Compliance with NHS interoperability and security frameworks.

Lot 2: Services for Integration, Deployment, and Interoperability

- System training and implementation support.
- Standardisation of APIs and data flows.
- Analytics and reporting solutions.
- Change management services for seamless adoption of workforce systems.

Lot 3: Professional Services and Consultancy

- Workforce technology gap analysis.
- Procurement and specification design consultation.
- Project management support for workforce system deployment.
- Value analysis and cost-efficiency recommendations.

Lot 4: Overlay, User Experience, and Support

- Development of single-user interfaces for workforce solutions.
- Customisation and standardisation services.
- Support and ticketing solutions for NHS workforce systems.
- User experience improvements and employee engagement tools.

Excerpts from the specification

Below is an excerpt from the specification regarding initial scope issued to tenderers with the framework:

Lot 1 – Workforce Technology Systems

“The delivery of workforce specific software”

Some examples of the types of workforce software available under this Lot are:

- E-recruitment, employment checks and onboarding

- Occupational health
- Case management, including wellbeing
- Wage advance
- Payroll facilities including expenses
- Rostering and scheduling
- Job planning
- Junior Doctor module
- Temporary staffing
- Learning management systems
- Appraisal and revalidation
- Performance management
- Succession planning
- Clinical supervision
- Direct Engagement
-

Systems which are deployed or delivered through other proprietary systems are also accepted onto this Lot. Additionally, any other services which can be described as “Workforce Technology” may be considered here.

Lot 2 – Services for Integration, Deployment and Interoperability

“The supply of solutions to support the delivery of workforce technology systems”

The scope of this Lot shall initially include:

- System training
- Implementation, transformation and transition services
- Reporting and analytics tools
- Development of interoperability capabilities between systems
- Integration of systems and processes

- Standardisation of data flows and associated APIs

Additionally, any other services which can be described as integration, deployment and interoperability services relevant to workforce technology systems may be considered here.

Lot 3 – Professional Services and Consultancy

“The provision of Professional Services in the support of Workforce Technology Systems”

The scope of this Lot shall initially include:

- Systems gap analysis
- Specification design
- Change management
- Project management
- Reporting and analytics reporting
- Strategy (workforce strategy, workforce technology strategy, digital strategy, leadership strategy etc)
- Workforce technology implementation services (e.g. HR, payroll, rostering, time and attendance, LMS and other workforce technology systems)
-

Additionally, any other services which can be described as professional services and consultancy relevant to Workforce Technology systems may be considered here.

Lot 4 – Overlay, User Experience and Support

“The delivery of overlay solutions to support employee experience ”

The scope of this lot shall initially include:

Workforce Alliance

- Single user interfacing
- Customisation and standardisation
- System policy design and harmonisation
- Ticketing and support services
- User experience solutions

Additionally, any other products or services which can be described as overlay, user experience or support systems, and services relevant to workforce technology systems may be considered here.

Lot 1 – Workforce Software	Lot 2 – Integration, Deployment & Interoperability	Lot 3 – Professional Services & Consultancy	Lot 4 – User Experience & Overlay
Workforce education	Analytics and Data Science	Analytics- market insights	AI Support & Knowledge Automation
Real-time multiple shift advertising and booking	API Development	Audit & Compliance	Candidate Attraction
Recruitment & Application Tracking	Application Managed Services	Automated Scheduling and Job Allocation	Change & Communications Strategy
Electronic Time Sheet Management	Architecture	Benefit Realisation	Communication & Engagement
Compliance	Automated Scheduling and Job Allocation	Business-Case Development	Digital Front-end & Support
Cloud web and mobile based application	Benefit Realisation	Change Management	Digital Literacy & Training

Workforce Alliance

Well-being Add-On	Business-Case Development	Cloud-Based and Always Available	HR Service Delivery
Direct Engagement	Cloud Delivery / Cloud Networking	Consultancy /Implementation	Managed Service
Rostering	Cloud-Based and Always Available	Contact Centre Enablement	Market Insights
CRM (Customer Relationship Management)	Contact Centre Enablement	Delivery Management	Payroll
People Analytics	Cut-over Management	Digital-Maturity Assessment	Reporting & Analytics
Knowledge Management System	Cybersecurity	Discovery	Service Management
Reporting & Analytics	Data Migration	Engineering & Data	Service-Desk Portal
Bank Management	Data Visualisation	HR Business Consulting	Statement of Work
Workforce Collaboration	Digital-Maturity Assessment	HR Technology Consulting	Support & Continuous Improvement
Task Management	Engineering & Data	Implementation support	System Integration
Revalidation	Event Streaming	Integrated Case Management	Ticketing and Support Services
Agency Management	HR Business Consulting	Leadership/Oversight	Transition Support
Professional Services	HR Technology Consulting	Mobile and Remote Working Support	UX Overlay

Workforce Alliance

Job Planning	Integrated Case Management	Organisational transformation services	
Workforce management	Integration	Product Development	
Absence Management	Integration Discovery	Professional Services	
Candidate Attraction	Managed Support	Program Management	
Capacity & Demand	Mobile and Remote Working Support	Project Management	
Communication & Engagement	Organisation Transformation	Project Management Office	
Workforce management	Product Development	Project Recovery	
Absence Management	Professional Services	Quality Engineer	
Candidate Attraction	Program Management	Real-Time Reporting and Dashboards	
Communication & Engagement	Project Recovery	Reporting & Analytics	
Contractor Management	Quality Engineer	Reporting and Analytics Reporting	
Demand & Capacity	Reporting & Analytics	Role-Based Access and Personalised Views	
eLeave	Role-Based Access and Personalised Views	Self-Service Portals for Patients, Staff, and Contractors	

HR Case Management	Security & IG	Single View of Data Across Systems	
Instant Pay	Self-Service Portals for Patients, Staff, and Contractors	Smarter Appointment Booking	
Market Insights	Single View of Data Across Systems	Specification Design	
NHS Workforce AI Assistant	Smarter Appointment Booking	Strategy and Planning	
Passporting	System Interoperability and API Integration	System Gap Analysis	
Payroll	Systems Integration	System Interoperability and API Integration	
Recruitment	Analytics and Data Science	Analytics- market insights	
Shared Parental Leave	API Development	Audit & Compliance	
Statement of Work	Application Managed Services	Automated Scheduling and Job Allocation	
Vendor management platform	Architecture	Benefit Realisation	
	Test Automation	Train the trainer	
	Testing	Transformation Road-map	
	Training & Development	Transition Management	

	Transformation Road-map	UX/UI	
	UX/UI	Workforce Redesign	
	Workforce Redesign	Workforce solutions	

This list is not exhaustive. If you are in doubt and would like further clarity, please reach out to your NHS Workforce Alliance contact for further support.